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The COVID-19 crisis has required nearly everyone in the commonwealth to fundamentally change the way they do business, and Virginia ABC is no exception. Deemed an essential business, we are working every day to protect the health and safety of our employees and customers, and innovating solutions to better achieve that goal.

Some of you may have noticed a new counter service program in your local store. Currently, more than 100 ABC stores are operating under a system where the aisles are blocked off to customers, and a retail associate takes your order at the door and retrieves the products for you. This system is an effort to promote social distancing and reduce unnecessary touching of bottles that could potentially spread germs.

Right now, we are assessing the need for this practice in up to 200 stores by the end of April in areas where COVID-19 cases are most widespread. We will continue the practice until the risk for community spread is mitigated. We understand that while safer, this setup may be confusing or inconvenient to customers who would prefer to browse the aisles before making a purchase. Our retail associates are happy to provide suggestions or assist with price comparisons. You are also welcome to browse our online catalog of products by category, price range or size, and look for current discounts on your favorite products at [www.abc.virginia.gov/products](http://www.abc.virginia.gov/products) before visiting the store. Or, you can place an online order for pickup at the store instead.

Another adjustment we've made in the midst of this crisis involves special order products. Usually, if we don't carry a product, we can almost always special order it for a customer as long as the product is carried by a U.S. vendor. Due to staffing shortages in our warehouse, we will temporarily be unable to fulfill these requests. We will inform customers and suppliers once we are able to accept these requests again.

We're committed to providing a safe, clean shopping experience for our customers and a comfortable working environment for our employees. We will continue to update you on what that looks like in this ever-changing situation.

Be healthy,

Travis Hill, CEO